

How To Guide

Create a Civilian Student User Account (1 of 11)

Purpose

This guide highlights the steps to create a Civilian Student User Account. This process includes creating both a Login.gov and an ArmyIgnitED account. The Civilian Student will need their CAC and a device that can read their CAC (i.e., laptop or desktop) to complete this registration.

Please Read the Following **BEFORE** you Create your ArmyIgnitED Civilian Student User Account

Before your start, you must have access to your military email and reliable internet. If you do not have access to your military email and/or reliable internet, you may have difficulty creating your login.gov and ArmyIgnitED User Account.

Common Questions

What email account do I use when creating a login.gov account?

- Army.mil is the preferred email address for Login.gov and ArmyIgnitED. When creating a new account, please create the account using your army.mil email address.

Can I use my personal email address when creating my login.gov account?

- Yes, you can, but using your army.mil email address is preferred. Add or change your login.gov email address using instructions on the last page of this guide.

I tried to login using my email address but it is not working. What is wrong?

- **Civilians and Apprentices** may need to login with the email address that is listed in ACPERS. Please update your work email address to army.mil in MyBiz+. Updating your email may take up to 48hrs. Please try logging into login.gov with your new army.mil work email.

I tried logging in with my CAC/PIV and it doesn't work. What is wrong?

- Your CAC/PIV can only be associated with one login.gov account and as a result, may be associated with a different email address. Please login to Login.gov with your Federal Employee ID and under "Your Authentication Methods", select "Delete ID". You should then sign in to login.gov with your .mil email address.

What do I do if my login.gov account is not using my army.mil email address?

- If your login.gov account currently uses an email address that is not army.mil, please refer to the last page of this guide to see instructions on how to change your email address in login.gov.

I am trying to create my login.gov account; however, I keep receiving a 'white screen'. Why is this happening?

- You may be accidentally bypassing the authentication process. The ArmyIgnitED system is looking to validate your DoD ID and email address currently on file. If one, or both are not found, users are redirected to the guest page when they attempt to log in.
- If you are on the guest page, click the icon in the top right corner and click Sign Out. This will redirect you to login.gov to authenticate your account login.
- If you cannot access your account when logging in, please create a new login.gov account with your army.mil email address and verify that your PIV/CAC is associated with your new account. Please use your Authentication certificate when logging in with your CAC. **Note:** If you receive the error "The CAC is already associated with another account", please see page 5 to find instructions on how to attach your PIV/CAC to your new account.

How To Guide

Create a Civilian Student User Account (2 of 11)

Purpose

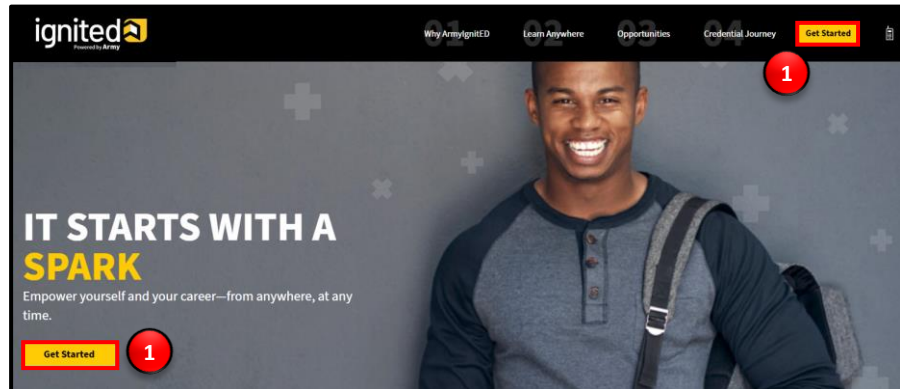
This guide highlights the steps to create a Civilian Student User Account. This process includes creating both a Login.gov and an ArmyIgnitED account. The Civilian Student will need their CAC and a device that can read their CAC (i.e., laptop or desktop) to complete this registration.

- If you **do not have a Login.gov account** proceed to **Step 1**.
- If you **have an existing Login.gov account but need to update it to with your army.mil address**, sign in to your Login.gov account and proceed to **Step 18**.
- If you **have an existing Login.gov account, and it is setup with your army.mil account**, proceed to **Step 23**.

Note: For information on modifying your email in login.gov, refer to page 11.

Steps to create a Civilian Student User Account – Login.gov

1. Go to www.ArmyIgnitED.com and click **Get Started**.
2. Click **Create an account** to start the process of creating your Login.gov account.
3. Enter the **army.mil email address** that you want associated with the account.
4. Choose your **language**.
5. **Check the box** to accept the Login.gov Rules of Use.
6. Click **Submit**.



Create your account

Enter your email address

JohnDoe@army.mil

Select your email language preference

Login.gov allows you to receive your email communication in English, Spanish or French.

☒ English (default)

☐ Español

☐ Français

☒ Check this box to accept the Login.gov [Rules of Use](#)

Submit

How To Guide

Create a Civilian Student User Account (3 of 11)



Check your email

We sent an email to **JohnDoe@army.mil** with a link to confirm your email address. Follow the link to continue creating your account.

Didn't receive an email? [Resend](#)

Or, [use a different email address](#)

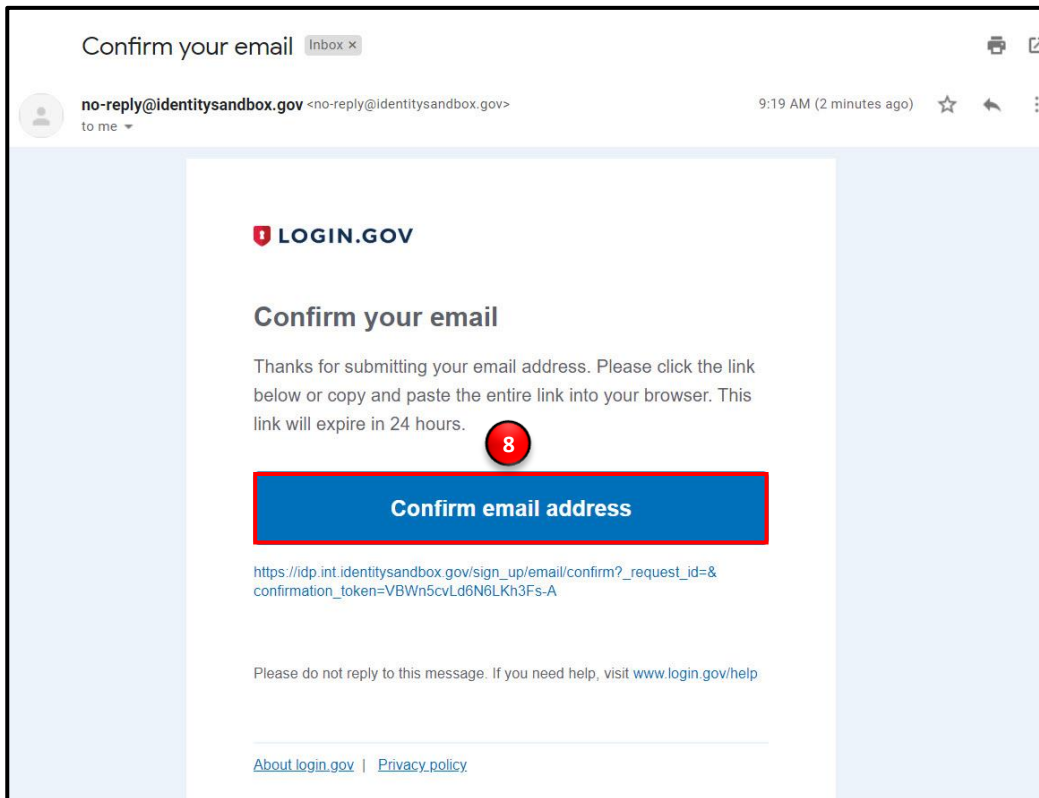
You can close this window if you're done.

Steps to Create a Civilian Student User Account – Login.gov

Note: You will be presented with a completion screen informing you that a confirmation link has been sent to the army.mil email address you entered in the previous step.

Clicking **Resend** will resend the confirmation link to the army.mil email address you listed. Please check your junk email before you click **Resend**.

Clicking **use a different email address** will return to the previous page and allow you to re-enter a different email address if needed.



7. Log in to the army.mil email account you requested the confirmation code to be sent to and find your confirmation email.
8. Click **Confirm email address** and you will be automatically redirected back to the Login.gov account creation process.

How To Guide

Create a Civilian Student User Account (4 of 11)

Steps to Create a Civilian Student User Account – Login.gov

9. Create a strong password and click **continue**.

Password Safety Tips: The longer and more unusual the password, the harder it is to guess. Avoid using common phrases and repeating passwords from other online accounts (banks, email address, social media, etc.).

Note: Clicking **Show Password** will allow you to view the characters in the password entry field instead of asterisks. Please be cautious and use good judgement when using this feature as it takes away a level of privacy when creating the password.

You will now need to select a second layer of security so only you can sign into your account.

Note: Soldiers and other government employees should select the Government Employee ID option and non-government employees should select the phone option.

10. Select **Government employee ID**.
11. Click **Continue**.

✓ You have confirmed your email address

Create a strong password

It must be at least 12 characters long and not be a commonly used password. That's it!

☐ Show password

Password

Password strength: **Good**

Continue

Password safety tips

 +

[Cancel account creation](#)

Authentication method setup

Add a second layer of security so only you can sign in to your account.

Keep this information safe. You will be locked out and have to create a new account if you lose your authentication method.

Select an option to secure your account:

☐ Security key

Use a security key that you have. It's a physical device that you plug in or that is built in to your computer or phone (it often looks like a USB flash drive). Recommended because it is more phishing resistant.

MORE SECURE

10

☐ Government employee ID

Insert your government or military PIV or CAC card and enter your PIN.

MORE SECURE

☐ Authentication application

Get codes from an app on your phone, computer, or tablet. Recommended because it is harder to intercept than texts or phone calls.

SECURE

☐ Phone

Get security codes by text message (SMS) or phone call. Please do not use web-based (VOIP) phone services.

LESS SECURE

☐ Backup codes

We'll give you 10 codes. You can use backup codes as your only authentication method, but it is the least recommended method since notes can get lost. Keep them in a safe place.

LEAST SECURE

11

Continue

Note: Each authentication method will have its own setup instructions which will be presented after clicking **continue**. Follow the instructions to complete the creation of the account.

How To Guide

Create a Civilian Student User Account (5 of 11)

Steps to Create a Civilian Student User Account – Login.gov

Set up your PIV/CAC as a two-factor authorization method so that you can use it to sign in.

- Give the PIV/CAC a nickname so if you add more than one, you'll know which one is which.
- Insert your PIV/CAC into your card reader.
- Add Your PIV/CAC. You'll need to choose a certificate (the right one likely has your name in it) and enter your PIN (your PIN was created when you set up your PIV/CAC).

13. Click **Add PIV/CAC Card**.
14. Select the certificate that corresponds with your PIV/CAC.
15. Click **OK**.

Add your PIV or CAC

Set up your PIV or CAC as a two-factor authentication method so you can use it to sign in.

1 Give it a nickname

If you add more than one PIV/CAC, you'll know which one's which.

CAC123

2 Insert your PIV/CAC into your card reader

3 Add your PIV/CAC

You'll need to **choose a certificate** (the right one likely has your name in it) and **enter your PIN** (your PIN was created when you set up your PIV/CAC).

Add PIV/CAC card

Select a certificate for authentication

Site conference-okc.apps.mil:443 needs your credentials:

14



DOE.JOHN.FRANK.1234567890
DOD EMAIL CA-59
7/23/2020



DOE.JOHN.FRANK.1234567890
DOD ID CA-59
7/23/2020

[Certificate information](#)

15

OK

Cancel

How To Guide

Create a Civilian Student User Account (6 of 11)

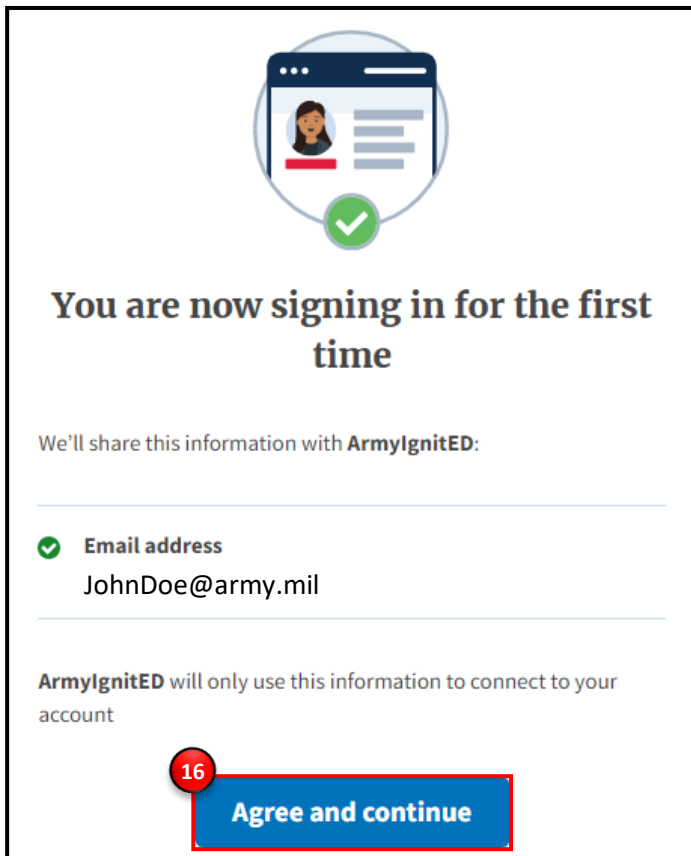
Steps to Create a Civilian Student User Account – Login.gov


To finalize the creation of your Login.gov account you must agree to share your Login.gov information with ArmyIgnitED.

16. Click **Agree and continue** to complete the process of creating a Login.gov account.

Note: You are now redirected to ArmyIgnitED.

17. As a Civilian Student you are directed to log out of ArmyIgnitED and use your PIV/CAC to log back into Login.gov. Click **Exit** to log out of ArmyIgnitED.





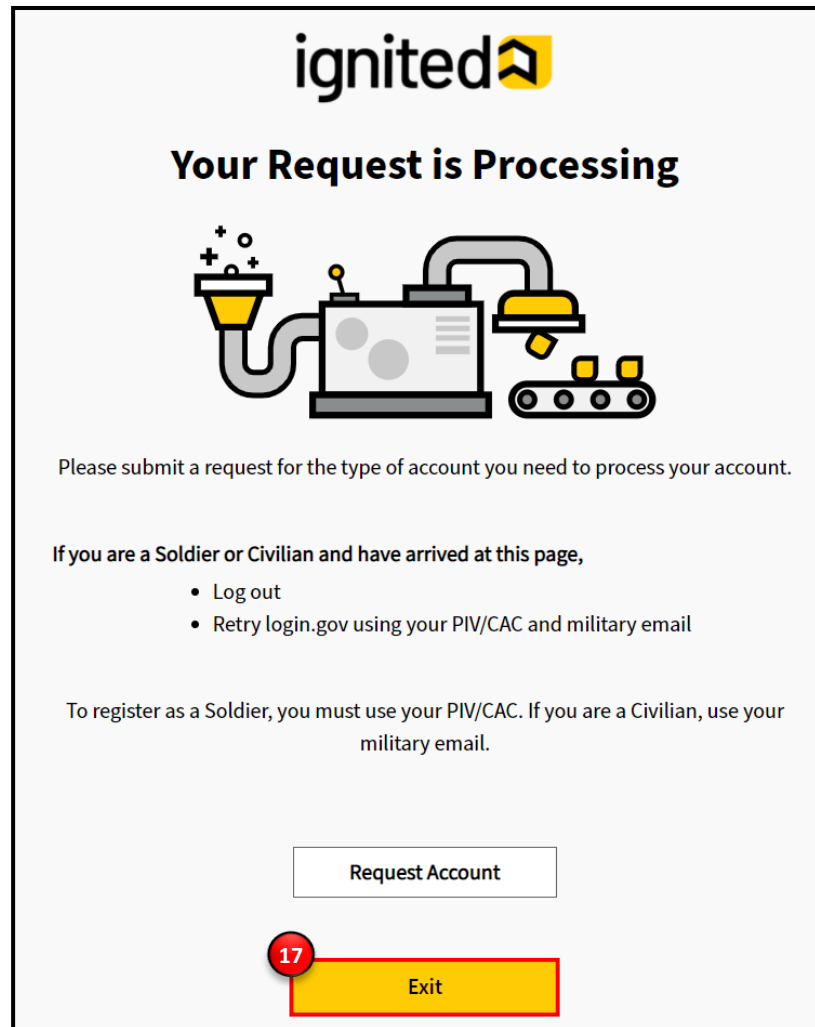
You are now signing in for the first time

We'll share this information with **ArmyIgnitED**:

✓ **Email address**
JohnDoe@army.mil

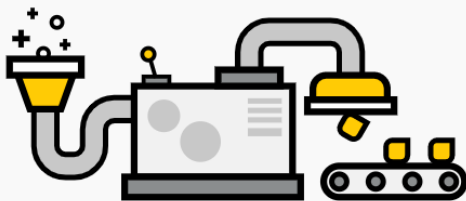
ArmyIgnitED will only use this information to connect to your account

16 **Agree and continue**



ignited

Your Request is Processing



Please submit a request for the type of account you need to process your account.

If you are a Soldier or Civilian and have arrived at this page,

- Log out
- Retry login.gov using your PIV/CAC and military email

To register as a Soldier, you must use your PIV/CAC. If you are a Civilian, use your military email.

Request Account

17 **Exit**

How To Guide

Create a Civilian Student User Account (7 of 11)

Steps to Create a Civilian Student User Account – Login.gov

18. This is your Login.gov Account. You now have access to:

Your Account

- Add Email Address, Edit Password, and Delete Account

Two-Factor Authentication

- Phone Numbers, Authentication Apps, Security Key, PIV CAC Cards, and Backup Codes

Your Connected Accounts

History

- A log of the changes made in your account including the action/change, IP address associated with the device that conducted the change, and date and time that the change was made

Customer Support

- Redirects you to the Login.gov FAQ and Help Center page

18 LOGIN.GOV Welcome JohnDoe@army.mil | [Sign out](#)

✓ A PIV/CAC card was added to your account.

Access your government benefits and services from your Login.gov account. [Learn more about Login.gov](#)

Your Account

- Add email address
- Edit password
- Delete account

Your authentication methods

- Add phone number
- Add authentication apps
- Add security key
- Add Federal Employee ID
- Get backup codes

Your connected accounts

- Forget all browsers

Customer support

Your account

Email preferences

Email addresses

JohnDoe@mail.mil

19 + Add email

Language

English

Edit

Password

Edit

Phone numbers

+1 123-456-7890 default

Manage

If you have already added your army.mil email address to your login.gov account, skip to Step 23.

19. If your army.mil email address is not listed in your login.gov account, please add your army.mil email address to your account.

Click **+Add email**.

20. Enter your **army.mil email address**.

21. Click **Submit**.

Note: You have now added your army.mil email and completed setting up your login.gov account!

22. **Log out of login.gov** and move to the next step.

Add a new email address

Enter your email address **20**

21 **Submit**

[Cancel](#)

[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

Note: For further information on modifying your email in login.gov, refer to page 11.

How To Guide

Create a Civilian Student User Account (8 of 11)

Steps to Create a Civilian Student User Account – Logging into ArmyIgnitED

You have successfully created your Login.gov account and now have access to ArmyIgnitED.

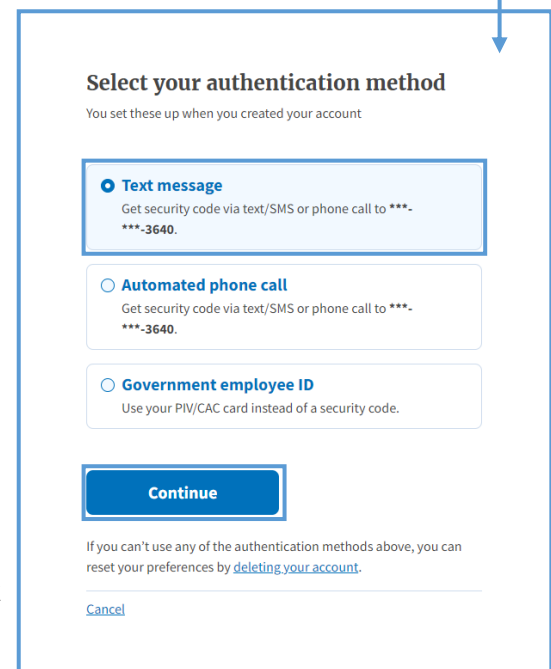
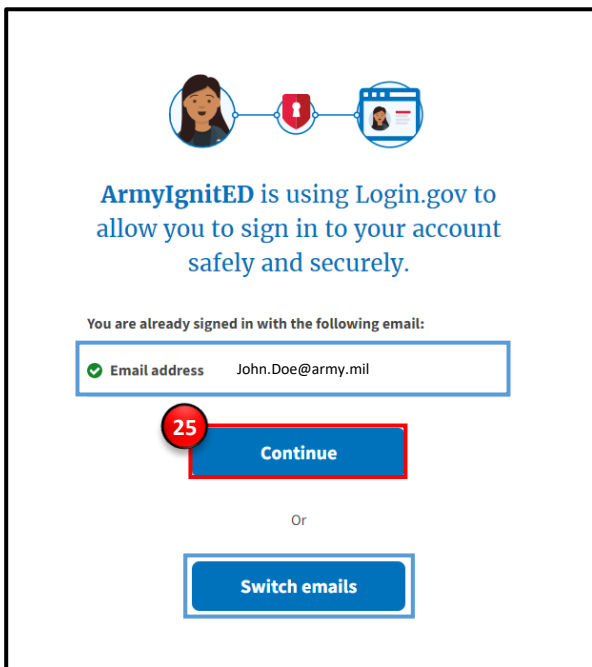
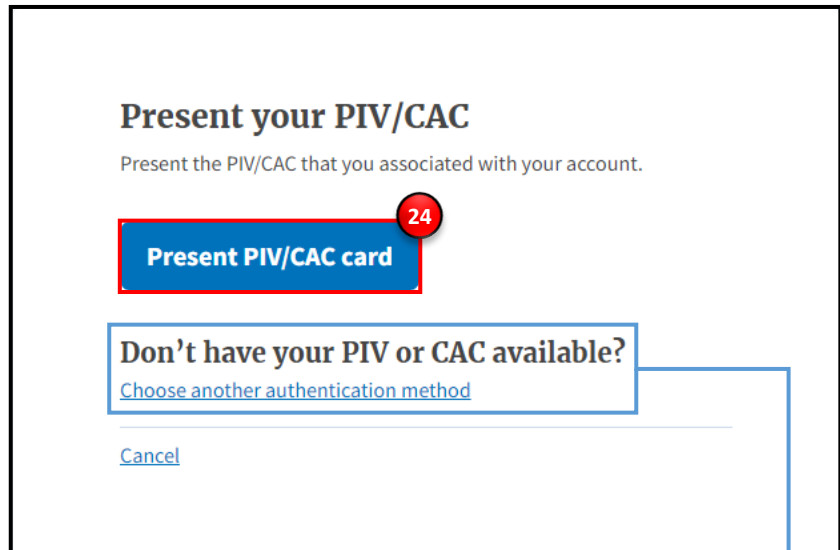
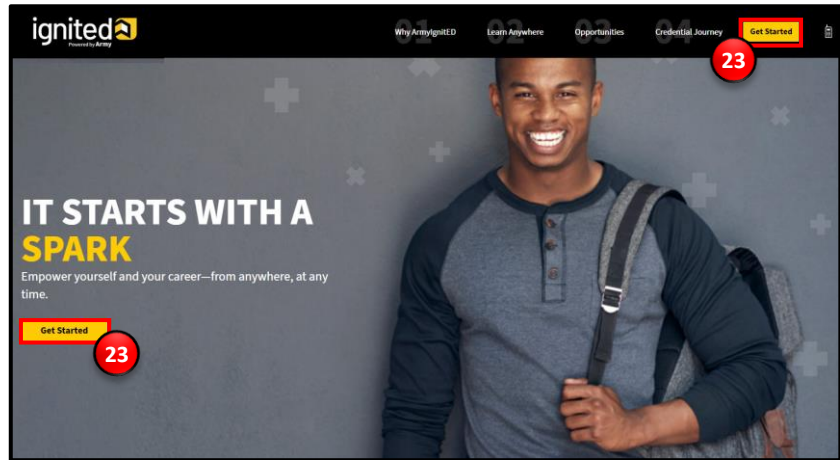
23. Return to www.ArmyIgnitED.com then, click **Get Started** to complete the ArmyIgnitED account creation process.
24. Click **Present PIV/CAC Card** and sign in to ArmyIgnitED with the PIV/CAC Card associated with your login.gov account.

Note: Click Choose another authentication method if you don't have your PIV/CAC Card; however, in order to login, you need to have other methods of login available via your login.gov account.

Once you have successfully signed in with your PIV/CAC Card or alternate authentication method, ArmyIgnitED notifies you that you are signing in with the email linked to your login.gov account.

25. If you want to login to ArmyIgnitED with the listed email, click **Continue**.

Note: If you do not want to login with the email shown, choose Switch emails.



Note: After you have chosen an alternate authentication method, click **Continue** to verify your account.

How To Guide

Create a Civilian Student User Account (9 of 11)

Steps to Create a Civilian Student User Account – Logging into ArmyIgnitED

You have successfully logged into ArmyIgnitED. Review and edit your account information if necessary.

26. Click **Get Started**.

Note: The numbers at the top of the screen inform you on where you are in the Create Account process.

27. **Confirm your personal information:**

- First Name
- Last Name
- Middle Name
- Date of Birth
- Last 4 of SSN
- Rank
- MOS

Note: Clicking the Previous arrow will return you to the previous page.

Note: Clicking Is incorrect information being displayed? will provide a point of contact from the offices below:

- For Active Duty contact your S1/PAC office
- For Army National Guard, contact your Readiness NCO
- For United States Army Reserve, contact your Unit Administrator (UA).

28. Click **Continue**.

To update your records (such as your Civilian Education), please reach out to:

-Active Duty Enlisted – S1/ HR Professionals

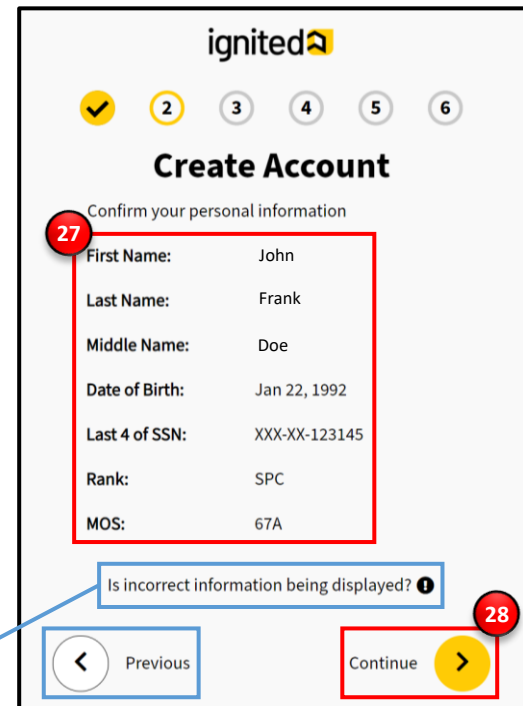
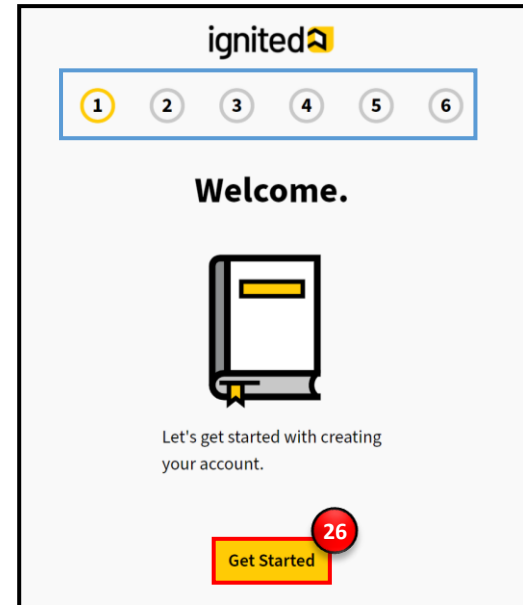
-Active Duty Officer (Warrant and Commissioned) – Branch Manager

-National Guard Enlisted – Unit Readiness/Admin NCO

-National Guard Officer – Unit Readiness/Admin NCO

-US Army Reserve Enlisted – Unit Administrator (UA) / servicing Reserve Personnel Action Center (RPAC)

-US Army Reserve Officer – Unit Administrator (UA) / servicing Reserve Personnel Action Center (RPAC)



How To Guide

Create a Civilian Student User Account (10 of 11)

Steps to Create a Civilian Student User Account – Logging into ArmyIgnitED

You have successfully logged into ArmyIgnitED. Review and edit your account information if necessary.

29. **Confirm your Home of Record Address** and add an optional mailing address.

30. Click **Continue**.

31. **Confirm or Edit your email address(s) and phone number(s):**

- Military Email Address
- Other Email Address
- Home Phone Number
- Duty Phone Number
- Cell Phone Number

32. Click **Continue**.

33. Select your **preferred email address, mailing address, and phone number**.

34. Click **Continue**.

35. **Confirm your education information:**

- Graduation Date
- Previous Educational Institute
- Previous Education Level

36. Click **Finish**.

37. Click **Go to Your Homepage**.

How To Guide

Create a Civilian Student User Account (11 of 11)

Optional: Steps to Modify your Email Address in Login.gov

Follow the steps below to add and/or delete an email address.

Add an Email Address to your Login.gov Account

1. Navigate to secure.login.gov.
2. Enter your email and password and click **Sign in**.
3. Enter your authentication method.
4. Once you are on the account page, click **+Add email**.
5. Enter your **@army.mil** email address.
6. Click **Submit**.
7. Navigate and sign in to your **army.mil** email inbox and **confirm your @army.mil** email address.

Note: Do not remove your old email address until you have confirmed your new email address.

Delete an Email Address from your Login.gov Account

8. Click **Delete** next to the email address you want to remove.
9. Click **Delete email address** to permanently delete the email address from your Login.gov.

An official website of the United States government [Here's how you know](#)

LOGIN.GOV Welcome **john.doe.mil@mail.mil** | [Sign out](#)

Access your government benefits and services from your Login.gov account. [Learn more about Login.gov](#)

Your Account

- Add email address
- Edit password

Your account

Email preferences

Email addresses + Add email 4

Add a new email address

Enter your email address

5 John.doe.mil@army.mil

6 Submit

[Cancel](#)

[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

LOGIN.GOV

Confirm your email 2

Thanks for adding an email. Please click the link below or copy and paste the entire link into your browser. This link will expire in 24 hours.

7 Confirm email address

Email preferences

Email addresses 8 Delete

John.doe.mil@mail.mil

John.doe.mil@army.mil Delete

[+ Add email](#)

Are you sure you want to delete john.doe.mil@mail.mil?

If you delete your email address

- You won't be able to sign in to Login.gov (or any of the government applications linked to your account) using this email address
- You won't get account notifications at this email address

9 Delete email address